

Quarterly Summary of Provider Complaints Received by TDCI
1st Quarter 2008

AGP

AMERIGROUP Tennessee, Inc.

Provider Type	MCO BHO Action	Count
DME (Durable Medical Equipment)	Reversed	1
Home Health	Duplicate	1
Home Health	Resolved	1
Hospital-M	Resolved	1
Hospital-M	Reversed	2
Nurse	Resolved	1
Physician-Medical	Reversed	1
Physician-Medical	Denied	1
Physician-Medical	Partial	2
Physician-Medical	Resolved	1
Transportation	Reversed	2
Total for the Quarter:		14

MMCC

Memphis Managed Care Corporation d/b/a TLC

Provider Type	MCO BHO Action	Count
Hospital-M	Reversed	2
Total for the Quarter:		2

PBST

Premier Behavioral System of Tennessee, LLC

Provider Type	MCO BHO Action	Count
RMHI(Regional Mental Health Inst	Resolved	1
Total for the Quarter:		1

PHP

Preferred Health Partnership of Tennessee, Inc.

Provider Type	MCO BHO Action	Count
Hospice	Reversed	1
Hospital-M	Denied	2
Physician-Medical	Denied	2
Physician-Medical	Partial	1
Physician-Medical	Reversed	2
Transportation	Resolved	1

Friday, July 18, 2008

*(Partial = favor both MCC and Provider,
Duplicate = Previously Submitted to the MCC,
MCC Not = Provider submitted complaint against the wrong MCC)*

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		Total for the Quarter:	<u><u>9</u></u>
TBH	Tennessee Behavioral Health, Inc.		
	Provider Type	MCO BHO Action	Count
	RMHI(Regional Mental Health Inst	Resolved	1
	Total for the Quarter:		<u><u>1</u></u>
UAHC	UAHC Health Plan of Tennessee, Inc.		
	Provider Type	MCO BHO Action	Count
	Physician-Medical	Reversed	1
	Physician-Medical	MCC Not	1
	Total for the Quarter:		<u><u>2</u></u>
UHP	Unison Health Plan, Inc.		
	Provider Type	MCO BHO Action	Count
	Dialysis	Reversed	1
	DME (Durable Medical Equipment)	Denied	1
	DME (Durable Medical Equipment)	Reversed	3
	Home Infusion	Denied	1
	Hospice	Reversed	2
	Hospital-M	Denied	5
	Hospital-M	MCC Not	1
	Hospital-M	Reversed	10
	Lab Work	Denied	1
	Physician-Medical	Denied	1
	Physician-Medical	Reversed	6
	Physician-Medical	MCC Not	1
	Physician-Medical	Partial	3
	Transportation	Denied	1
	Total for the Quarter:		<u><u>37</u></u>
UPRV	UnitedHealthcare Plan of the River Valley, Inc.		
	Provider Type	MCO BHO Action	Count
	Physician-Medical	Resolved	1
	Physician-Medical	Reversed	3
	Total for the Quarter:		<u><u>4</u></u>

VSHP

Volunteer State Health Plan, Inc.

Provider Type	MCO BHO Action	Count
Hospice	Reversed	1
Physician-Medical	Denied	2
Physician-Medical	Resolved	1
Physician-Medical	Reversed	1
Transportation	Reversed	1
Total for the Quarter:		6

Grand Total for the Quarter

76